



CAMBRIDGE LICENSE COMMISSION

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CITY OF CAMBRIDGE

Press Release

For Immediate Release—September 1, 2010

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Cambridge License Commission Launches Taxi Cab Industry Customer Satisfaction Survey

Residents, Visitors, and Students Urged to Participate in Survey

Cambridge-September 1- The Cambridge License Commission is currently conducting a customer satisfaction survey for the Cambridge taxi cab industry. The purpose of this survey is to help the License Commission determine why consumers do or do not choose to use Cambridge taxi cabs. The License Commission is encouraging residents, visitors, students and people who travel in Cambridge on business to take the survey regardless of whether or not taxi cabs are used on a frequent basis. The License Commission hopes to use the results of the survey to help make the industry more consumer-friendly and competitive.

The survey period begins on Wednesday, September 1, 2010 and concludes on Thursday, September 30, 2010. The survey is anonymous and takes approximately five to ten minutes to complete. The survey can be completed by filling out a paper version or an online version at <http://www.surveymonkey.com/cambridgetaxisurvey>. Completed paper surveys should be returned to the License Commission, 831 Massachusetts Avenue, Cambridge, MA 02139.

To request a paper copy of the survey, please contact the License Commission at 617-349-6140 or consumer@cambridgema.gov. All questions regarding the survey can be directed to Corey R. Pilz at 617-349-6150.

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